

AGENDA ITEM: CLSA System Reference

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider 2003/04 CLSA System Population and Membership Figures. (*On Consent Calendar*)

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the System Population and Membership figures for use in the allocation of CLSA System Reference Program funds for the fiscal year 2003/04.

BACKGROUND:

Section 20158 of the Administrative Regulations for the System Reference program provides for an annual review and approval of System population and membership figures used in the allocation of System Reference Program funds by the State Board. Section 20106 stipulates that any CLSA funds distributed on the basis of population shall be awarded using the most recently published and available combined estimate for cities and counties from the State Department of Finance. The 2003/04 System population and membership figures are included as Exhibit A to this agenda item.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The CLSA System Reference Program continues to support regional reference services in all 15 CLSA Cooperative Library Systems.

Review and Discussion of 2003/04 System Plans: 2003/04 System Plans of Service have been received. Compilations of each of the three service components of the System Reference Program are included as Exhibits B, C and D. A review of the Plans of Service indicates that many Systems are continuing to target the geographically isolated, children, the limited English speaking, English as a second language and people with disabilities for the component to improve reference service to the underserved. Systems collectively plan to allocate over \$268,877 from their Reference budgets for the underserved component. (The full text of System Plans of Service is available to Library of California Board members upon request).

Exhibit E is a chart of 2003/04 System Workload estimated by system-level programs. Exhibit F reflects the workload history of the System Reference Program for the past ten years. A population profile is provided as Exhibit G which describes the demographic characteristics of the residents of the System service area.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary
of 2003/04 System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

2003/04 System Population & Membership

The following pages contain the System membership and System population figures which will be used to allocate funds to the individual Systems for the System Reference Program in the 2003/04 fiscal year.

Pursuant to Section 18741(a) of the California Education Code, the membership figures for three Systems (MOBAC, North Bay, and North State) have been adjusted to reflect public library consolidations which occurred after January 1, 1978.

Pursuant to Section 20106 of the Code of California Regulations, the population figures, certified by the California State Librarian, are based on the most recently published (May 2003) combined estimate for cities and counties from the California State Department of Finance.

STATEMENT OF CERTIFICATION

“I certify that the attached System population figures have been prepared using the most recently published and available combined estimate for cities and counties from the California Department of Finance, adjusted to reflect the geographic service areas of California public libraries.”

Dr. Kevin Starr
State Librarian of California
June 1, 2003

SYSTEM/MEMBER**POPULATION****BALIS**

3,099,900

Alameda County Library
Alameda Free Library
Berkeley Public Library
Contra Costa County Library
Hayward Public Library
Livermore Public Library
Oakland Public Library
Pleasanton Public Library
San Francisco Public Library

TOTAL: 9

BLACK GOLD

1,152,100

Lompoc Public Library
Paso Robles Public Library
San Luis Obispo City-County Library
Santa Barbara Public Library
Santa Maria Public Library
Santa Paula (Blanchard Community) Library
Ventura County Library Services Agency

TOTAL: 7

49-99

1,455,650

Amador County Library
Calaveras County Library
Lodi Public Library
Merced County Library
Stanislaus County Free Library
Stockton-San Joaquin County Public Library
Tuolumne County Free Library

TOTAL: 7

INLAND

3,489,250

Banning Unified School District Library
Beaumont Library District
Colton Public Library
Corona Public Library
Hemet Public Library
Inyo County Free Library
Moreno Valley Public Library
Murrieta Public Library
Ontario City Library
Palm Springs Public Library
Palo Verde Valley Library District
Rancho Cucamonga Public Library
Rancho Mirage Public Library
Riverside County Library System
Riverside Public Library
San Bernardino County Library
San Bernardino Public Library
Upland Public Library

TOTAL: 18

SYSTEM/MEMBER**POPULATION****MCLS**

6,348,105

Alhambra Public Library
Altadena Library District
Arcadia Public Library
Azusa City Library
Beverly Hills Public Library
Burbank Public Library
Calabasas Public Library
Cerritos Public Library
City of Commerce Public Library
Covina Public Library
Downey City Library
El Segundo Public Library
Irwindale Public Library
Glendale Public Library
Glendora Library & Cultural Center
Long Beach Public Library
Los Angeles Public Library
Monrovia Public Library
Monterey Park (Bruggemeyer) Memorial Library
Oxnard Public Library
Palos Verdes Library District
Pomona Public Library
Redondo Beach Public Library
San Marino Public Library
Santa Fe Springs City Library
Santa Monica Public Library
Sierra Madre Public Library
Signal Hill Public Library
South Pasadena Public Library
Thousand Oaks Library
Torrance Public Library
Whittier Public Library

TOTAL: 32

MOBAC

701,550

Carmel (Harrison) Memorial Library
Monterey County Free Library
Pacific Grove Public Library
Salinas Public Library
San Benito County Free Library
San Juan Bautista City Library
Santa Cruz Public Library
Watsonville Public Library

+ King City/Monterey County

TOTAL: 9

SYSTEM/MEMBER**POPULATION****MVLS**

2,208,460

Alpine County Library
Colusa County Free Library
El Dorado County Library
Folsom Public Library
Lincoln Public Library
Mono County Free Library
Nevada County Library
Placer County Library
Roseville Public Library
Sacramento Public Library
Sutter County Library
Woodland Public Library
Yolo County Library
Yuba County Library

TOTAL: 14

NORTH BAY

1,515,800

Belvedere-Tiburon Library Agency
Benicia Public Library
Dixon Unified School District Library
Lake County Library
Larkspur Public Library
Marin County Free Library
Mendocino County Library
Mill Valley Public Library
Napa City-County Library
Richmond Public Library
San Anselmo Public Library
San Rafael Public Library
Sausalito Public Library
Solano County Library
Sonoma County Library
St. Helena Public Library

+ Vacaville/Solano

+ Calistoga/Napa

TOTAL: 18

NORTH STATE

732,645

Butte County Library
Del Norte County Library District
Humboldt County Library
Modoc County Library
Orland Free Library
Plumas County Library
Shasta County Library
Siskiyou County Free Library
Susanville District Library
Tehama County Library
Trinity County Library
Willows Public Library

+ Crescent City/Del Norte

TOTAL: 13

SYSTEM/MEMBER**POPULATION****PENINSULA**

717,000

Burlingame Public Library
Daly City Public Library
Menlo Park Public Library
Redwood City Public Library
San Bruno Public Library
San Mateo County Library
San Mateo Public Library
South San Francisco Public Library

TOTAL: 8

SJVLS

2,215,250

Coalinga-Huron Unified School District Library
Fresno County Public Library
Kern County Library
Kings County Library
Madera County Library
Mariposa County Library
Porterville Public Library
Tulare County Free Library
Tulare Public Library

TOTAL: 9

SANTIAGO

2,303,100

Anaheim Public Library
Buena Park Library District
Mission Viejo Public Library
Newport Beach Public Library
Orange County Public Library
Orange Public Library
Placentia Library District
Yorba Linda Public Library

TOTAL: 8

SERRA

3,112,500

Brawley Public Library
Calexico (Camarena Memorial) Public Library
Carlsbad City Library
Chula Vista Public Library
Coronado Public Library
El Centro Public Library
Escondido Public Library
Imperial County Library
Imperial Public Library
National City Public Library
Oceanside Public Library
San Diego County Library
San Diego Public Library

TOTAL: 13

SYSTEM/MEMBER**POPULATION****SILICON VALLEY**

1,729,900

Los Gatos Public Library
Mountain View Public Library
Palo Alto City Library
San Jose Public Library
Santa Clara County Free Library
Santa Clara City Library
Sunnyvale Public Library

TOTAL: 7

SOUTH STATE

3,936,400

County of Los Angeles Public Library
Inglewood Public Library
Palmdale City Library
Pasadena Public Library

TOTAL: 4

GRAND TOTALS:**All System Members: 176*****All System Population: 34,717,610****Unaffiliated Public Libraries**

855,145

Fullerton Public Library
Huntington Beach Public Library
Monterey Public Library
Redlands (A.K. Smiley) Public Library
San Leandro Community Library
Santa Ana Public Library
Vernon Public Library

TOTAL: 7

Areas Without Service

17,850

Industry
Unincorporated area of Lassen County

TOTAL STATE:**35,591,000**

*Includes Consolidations since 1/1/78

Compilation of 2003/04 System Program Plans of Service
Improvement of Local Reference Service Component

System	Service Delivery Method	Evaluation
BALIS	Three BALIS-wide library service committees will meet bi-monthly or quarterly to discuss service issues of mutual concern and to plan for cooperative activities, products, & workshops. Two BALIS-wide forums will meet as many as four times a year to focus discussion on service issues of mutual concern. Reference Center staff will continue to provide orientation to local librarians through personal appearances, tours, demonstrations, memos and articles in the newsletter, <u>SEARCH</u> . The reference center will continue to have the primary location in the San Jose Public Library with a branch location in San Francisco Public Library. The reference center will communicate regularly with the SVLS and PLS Reference Committees through the exchange of committee meetings. They will invite librarians from the other systems to attend the workshops and programs where reference services will be discussed or demonstrated; and will participate with other systems in the review, evaluation and recommendation of electronic information sources for consortium purchase. The reference committee will: 1) identify staff training needs in the reference area and encourage staff participation in training; 2) facilitate contributions to the successor of the BALIS Union List of Periodicals; 3) schedule forum discussions to address specific topics of interest and concern to reference staff; and 4) encourage participation of individual library in the statewide virtual reference desk service. The reference staffs from the BALIS libraries will participate in Reflist, a reference issues listserv housed on PLS' server, which will be used for sharing problems/solutions and information among BALIS/PLS/SVLS member libraries.	An informal evaluation will be conducted of the System Reference Center and an examination of the services that will assist the librarians in providing the best patron service. Workshop participants will be asked to evaluate their training.
BLACK GOLD	Offer two or more workshops aimed at both the professional and paraprofessional reference staff to improve library service and technology skills; enable library staff to learn about area resources through use of the Gold Coast Library Network's Cat-A-Link Gold virtual catalog; familiarize staff with 24/7 Reference services.	The Reference Committee will review programs for effectiveness in meeting local needs. Evaluate workshops by using participant's standard questionnaire.
49-99	The Reference Center staff will respond to reference requests from member libraries, making use of the collections of the host library, LAPL FirstSource, online databases, and other sources. System staff will continue to assess local training needs and recommend programs. Member library staff will make use of CORE training, the CORE Reference Correspondence Course and other CORE products and services.	Ongoing evaluation of reference referrals received will help determine if local staff are referring requests to the System Reference Center appropriately. Participants in training programs will evaluate the session to determine how well each program met their needs for enhanced skills and additional information.
INLAND	The Reference Center staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections; and will be available to provide instruction, share information about web sites, search strategies and encourage the staff of member libraries in the use of the Internet and electronic resources as reference tools. The System staff will use the collections of the Riverside Public Library, the University of California at Riverside and other local	On a regular basis, distribute a survey to member library staff to evaluate system service.

INLAND (cont'd)	resources to assist in providing consultation service. System staff will be knowledgeable of the special strengths of the collections and staffs of local libraries and other local resources. Standing Committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products and training sessions.	
MCLS	MCLS Reference staff will publicize services available from the Reference Center through the <i>MCLS</i> Web site, the <i>Reference Hotline</i> & guest/host programs. 12 issues of the <i>Reference Hotline</i> will be distributed via email to all MCLS, SLS and South State libraries, all Associate Members of MCLS, all System Reference Centers, and to members of the LoCB. The <i>Hotline</i> is mounted on the MCLS Web site. MCLS staff will coordinate all Systemwide workshops and information exchanges. MCLS Reference staff will coordinate the design, layout & publishing of all reference-related systemwide publications. <i>The Guide to Government Officials</i> will continue to be updated by MCLS. This publication will continue to be mounted on the MCLS Web site for the use of all the System Reference Centers. Reference staff will disseminate information on the Internet and assist in the training for use of the World Wide Web as a resource sharing tool. MCLS will continue the process of training member library staff in the use of the MCLS Web site as a mechanism for forwarding reference questions in order to expedite reference referral. Two types of Internet classes are offered by the Reference Center: a beginning class titled "Ready Reference," and a series of subject specific classes.	Evaluate workshops via participant questionnaire as well as follow-up discussions by appropriate committees. Periodically survey publications & other services provided by the Reference Center using random sampling techniques.
MOBAC	The Reference Committee will plan and present, with assistance from PLS staff, one Hands-on Reference workshop for at least 75 reference staff from all member libraries in the region. The Reference Committee will schedule ten meetings, two of which will include a forum topic of discussion, designed to contribute to reference staff's knowledge, training or development; facilitate contributions to the successor of the MOBAC Union List of Periodicals; update reference resources and union lists, including the Survey of Publicly Available Technologies. The Reference Committee will identify and evaluate electronic resources for possible purchase by the system. The SEARCH newsletter will be sent to all MOBAC libraries, and member library staff will be solicited for contributions to the newsletter. More MOBAC member libraries will participate in the statewide virtual reference by chat service. The Reference Coordinator will investigate online databases for potential purchase by member libraries.	Written evaluations will be completed by workshop participants.

MVLS	<p>The Reference Committee and System staff will develop a multi-year training plan, as follows: 1) make an inventory of available local reference training and publicize it, maintaining a calendar of training events; 2) decide what topics to cover in a given year and establish a cycle of recurring workshops as needed. In 2003/04, MVLS will offer a program demonstrating the best of the subscription databases in the region; 3) establish and publicize any prerequisites for workshop attendance; 4) evaluate completed workshops in order to refine the training plan; 5) offer workshops free or at low cost when they can be provided with local resources, but on a cost-recovery basis when presenters have to be paid, or sites or equipment have to be rented. Coordination with neighboring Systems and with presentations of the Children's Committee is encouraged; 6) explore any advances in technology which might aid in the training sessions; 7) update the inventory of member libraries' subscription databases; and 8) coordinate shared subscription to reference databases.</p>	Provide written evaluation of training events to determine participant satisfaction.
NORTH BAY	<p>NBCLS staff will: 1) tailor reference training workshops to meet the specific needs of individual member libraries; 2) coordinate reference and/or multicultural workshops for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, Staff Development, ERP, online database, virtual reference, government, or any other such workshops to be held in the NBC region; 3) provide one-on-one brush-up training for individual member librarians for online databases; 4) keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development; and 5) produce and distribute a monthly calendar of meetings and training events on the Web page. Member librarians are invited to spend a day at the Reference Center, observing and learning about reference tools available at the host library. Three system-wide committees will meet quarterly, semi-annually, or three times annually to discuss matters of mutual concern, share information, and participate in mini-workshops and library tours.</p> <p>NBCLS news items will be written as time allows and could include information and event calendars of interest to member libraries. The following Union Lists will be considered for revision as needed: 1) NBCLS Directory of Reference Librarians; 2) NBCLS Union List of Periodicals; and 3) NBCLS Union List of Depository Federal Documents. NBCLS staff will update the following as needed: 1) NBCLS Interlibrary Loan Manual; 2) NBCLS Reference Manual; 3) NBCLS Directory of Member Libraries; 4) NBCLS Staff Foreign Language Skills Resource List; and 5) NBCLS SuperSearch/URSA User's Manual. The products noted above will be made available in electronic form via Web site and/or listserv.</p>	NBCLS staff will keep statistics of reference questions and on librarian and patron surveys. Staff will compile workshop evaluations and statistics. Local libraries will track the number of reference questions answered locally and by which means the question was answered.
NORTH STATE	<p>NSCLS will enhance skills and knowledge of reference sources through one general reference workshop and one on-site mini-reference workshop for member libraries, as funding allows. At least 12 member library staff members will complete a C.O.R.E. Reference Correspondence Course and/or view an NSCLS distributed videocassette "Does This Answer Your Question", the "Difficult Question", or other library related videos. NSCLS will continue to distribute North State Cooperative Catalogs, bibliographies, and manuals to coordinate and facilitate the improvement of local reference services. An Interlibrary Loan workshop for all NSCLS members' ILL</p>	The System Reference Center will distribute questionnaires on a periodical basis. NSCLS Reference Center will share results with member and affiliate libraries, Reference/ILL/Underserved Committee, SAB, and Council of Librarians. Written workshop evaluations on content and format will be completed by individual participants. Poll member libraries & System Reference Committee to determine the benefit of the updated NSCLS

NORTH STATE (cont'd)	personnel will be held to share information and address common issues. NSCLS anticipates joining and contributing to the statewide virtual reference program in 2003/04.	Cooperative Catalog, & how this System publication helped to improve local reference service via interlibrary loan. Statistics and transcripts of Virtual Reference use will be reviewed.
PLS	<p>Professional & paraprofessional staff members from BALIS, PLS & SVLS will attend various training sessions either arranged or given by the Reference Coordinator. These sessions will include but not be limited to: 1) training on subscription databases, including the various components of the Gale database contract, StatUSA, Rand California, Big Chalk, and others; 2) training on other reference-related topics, including use of print and Internet sources, the reference interview, and others. There will also be training opportunities for librarians staffing the statewide virtual reference service, given by the coordinator of the Northern California arm of the service, who is also System Reference Center staff. Training sessions may be live or virtual, one-on-one or using the meeting software within the virtual reference project.</p> <p>The reference committee will meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems and promote reference cooperation.</p> <p>The directory of local service resources called the Community Information Project or CIP will be updated, & expanded to include more resources in other area counties. This file is now accessible through the World Wide Web via the PLS Homepage. In the coming year, plans have been made for improving the flexibility and searchability of the database through new software and the use of a standardized vocabulary.</p> <p>The Reference Committee will evaluate & select appropriate reference sources for system reference purchases. Access to subscriptions to selected online services will be provided through system subscriptions. In addition to the collection of databases provided through the contract with Gale, there are also current subscriptions to ProQuest's Big Chalk database, StatUSA from the U.S. Department of Commerce and the RAND California database.</p> <p>The Reference Committee will continue to work with the PLS Catalog Standards Committee to make the catalog more accessible to the public. Staff from member libraries will: 1) work on the live, online reference service called 24-7/QandAcafe along with staff from member libraries; and 2) continue to participate as one of the pilot members of the Library of Congress' QuestionPoint project, which is used by SRC staff as a means to refer questions that are unresolved at this level to specialty libraries.</p>	Evaluate workshops by participant questionnaires. Use follow-up evaluations after some programs to analyze the long term benefits of the information gained. Local library reference staff will informally evaluate finding tools. The use of the online database will be analyzed based upon the effectiveness of use by both staff and patrons. Gather questions sent to the virtual reference service and analyze and monitor responses.
SJVLS	A reference correspondence course will be made available to all local staff. At least 100 staff members will receive one-on-one training in reference tools and methods related to the answers or referred questions. System-developed resources on the Web page, such as the index of sheet music/song books, the "Ben's almanac" guide to the vertical file, and the index of articles in antique and collectible magazines will help local libraries answer questions without need to refer questions. SJVLS will: 1) provide telephone calling cards to better supply patron's needs; and 2) arrange consultation with subject experts to help evaluate local collections. The Reference	SJVLS will record the number of staff trained in one-on-one sessions, the number of uses of the locally-produced indexes, and number of use of system-wide databases. SJVLS will measure the number of libraries participating in file sharing & number of records shared and record the number of staff participating in tours. System Reference Committee will monitor the service & the benefits, & advise & make recommendations to council.

SJVLS (cont'd)	Committee will hold reference book review sessions to facilitate information exchange and cooperative purchasing. Internet access will be made available.	
SANTIAGO	SLS will: 1) contract with MCLS for interlibrary reference; 2) sponsor one continuing educational program with 20 in attendance; 3) conduct classes on online reference resources; and 4) support staff development by sending member library staff to MCLS, CLSA Systems, CSL, and other library related workshops. The Reference Committee will discuss information on topics of current interest in SLS libraries six times a year; and along with SLS member libraries, the Reference Committee will explore participation in cooperative reference projects with other Systems and attend other System reference meetings when possible. CLSA funding is expected to suffice to finance all activities proposed in this component.	MCLS will provide monthly & quarterly statistical records on the number & subjects of questions asked; conduct periodic patron & librarian satisfaction surveys. Workshop evaluation forms will be completed by all attendees & a written summary report on each workshop will be given to Council and to the sponsoring committee. Results of the discussion topics will be reported in the committee minutes. The SLS Reference Committee will cooperate with other Systems' Reference Committees in the exploration of reference projects, workshops, and/or joint grants.
SERRA	Serra Reference staff will work with the Reference Committee to conduct at least two workshops in specialized reference areas. The Research Center staff will present orientation tours promoting reference services and explaining procedures. System staff will: 1) update monthly the System's publication "Answers"; 2) provide consultation on local libraries' questions five days per week; 3) provide CORE workshops on basic reference to libraries in San Diego & Imperial Counties; and 4) help provide a minimum of two workshops for the Reference Committee. Multiple sessions of a workshop for paraprofessionals "Reference Sources: Just the Basics" are planned. Serra's Reference Center will distribute information on resources, training opportunities and other news of interest via Serra's Web site. Member libraries will have the ability to transmit reference requests and receive answers electronically.	Statistics & comments on the effectiveness of the activities will be recorded. Evaluation surveys will be used at all workshops.
SILICON VALLEY (SVLS)	<p>Professional and paraprofessional staff members will have the opportunity to attend various training sessions either arranged or given by the Reference Coordinator. These sessions may include training on subscription databases and training on other reference-related topics, including use of print and Internet sources and the reference interview. Training opportunities will also be available for librarians staffing the statewide virtual reference service. Training sessions may be live or virtual, one-on-one or using the meeting software within the virtual reference project.</p> <p>The Reference Committee will: 1) meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation; 2) facilitate contributions to the successor of the SVLS Union List of Periodicals; 3) contribute information to directories of local resources not available elsewhere; and 4) invite librarians from the other systems to attend the workshops and programs where reference services will be discussed or demonstrated. They will participate with the other systems in the review, evaluation and recommendation of electronic information sources for consortium purchase.</p> <p>The Reference Center staff will continue to provide orientation to local librarians</p>	SVLS will poll member library staffs on the value of the directories, surveys, & union lists. Compliance with the local library reference standards will be evaluated annually by the Reference Committee, and efforts will be made to correct areas where compliance is lagging. Public acceptance and satisfaction with the QandAcafe will be monitored and more librarians trained as the need for the service grows.

SILICON VALLEY (SVLS) (cont'd)	<p>through personal appearances, tours, demonstrations, memos and articles in the newsletter, <u>SEARCH</u>. Four issues of the <u>SEARCH</u> will be distributed to staff of member libraries. Minutes of meeting of the PLS and BALIS Reference Committees will be distributed by e-mail listservs to the SVLS Reference Committee.</p> <p>Santa Clara County clubs & organizations will continue to be added to the Community Information Project's directory, which includes coverage of San Mateo and Santa Clara counties. Reflist, a reference issues listserv, will be used for sharing problems/solutions and information among BALIS/PLS/SVLS member libraries. A representative from the Children's Services development will attend bi-monthly meetings, when at the host's library, in order to facilitate sharing of information and discussion of common interests between reference and children's services librarians. Member library staff will be active participants in the statewide virtual reference by chat service.</p>	
SOUTH STATE	SSCLS will: 1) provide service by contracting with MCLS for interlibrary reference; 2) provide staff training through one or more workshops on issues, resources, or skills pertinent to meet the reference training needs of member libraries; 3) utilize opportunities for joint efforts with other library related organizations; 4) prepare reports on Reference Center activities for the SSCLS Administrative Council; and 5) purchase reference resources which will enhance member library reference effectiveness. System staff, trained staff in member libraries, and outside professionals will conduct training classes and staff workshop programs.	The MCLS will provide monthly and quarterly statistical records on the questions asked; conduct periodic patron and librarian satisfaction surveys. Workshop participants will be asked to evaluate their training by completing a written evaluation at the end of the workshop. The Steering Committee will evaluate both the service provided by MCLS and the reference resources to be purchased.

Compilation of 2003/04 System Program Plans of Service
Service to Underserved Component

System	Target Populations	Service Delivery Methods	Evaluation Methods	Estimate Expend
BALIS	African American; Asian; Latino; Speakers of limited English/English as Second Language; People with disabilities	<p>The Public Information Committee will maintain its Bay Area media list to include media outlets that will reach a multicultural audience.</p> <p>The Reference Committee will: 1) work with Gale Research PR materials and publicize the Informe Spanish-language database; and 2) identify and evaluate new databases that have a focus on the informational needs of specific multicultural communities.</p> <p>The BALIS/PLS/SVLS Library Accessibility Committee will 1) continue to search for and evaluate assistive technologies that libraries may consider purchasing; and 2) share information on issues concerning extended services to patrons with disabilities, and produce finding tools for librarians and patrons to identify what services are available where.</p> <p>BALIS member libraries will be able to offer patrons the ability to pose their questions in Spanish, be connected to a Spanish-speaking librarian and then receive the answers in Spanish, through their participation in the statewide virtual reference service.</p>	Increased usage statistics for Informe will determine whether or not the publicity effort has been successful. Committees, task forces and Council will informally evaluate the benefit for coordinated reference project planning & development activities through in-kind time spent in committee meetings & assignments. Users of the Spanish-language interface of the virtual reference service will be sent a User Satisfaction Survey to be completed after each interchange. Monitor the distribution of printed materials & reproduce as needed. Post materials for the Web site & retrieve hits on usage.	Up to \$5,000
BLACK GOLD	Children	Provide at least 3 orientations for library staff in the use of the online Spanish catalog (Spanish OPAC). Offer a workshop on teaching students to use the Internet for homework. Workshops will include best homework Web sites for common curriculum areas and quicker efficient searching for students. Offer a story telling workshop using in-house staff and share via videoconference.	The Reference Services Committee and the Children's Committee will monitor the impact of the training workshop(s) on the delivery of reference services to target populations. Administrative Council will review the results of the workshops.	\$2,000
49-99	Geographically isolated; Limited English speaking; English as a second language; Non-English speaking; Residents without computer and internet	Use the host library collection, LAPL FirstSource, OCLC, online databases and other sources to respond to reference questions referred on behalf of geographically isolated patrons. The System will inform member libraries of Internet training opportunities. Encourage referrals to the non-English language resources available at the host library and the State Library.	Patron satisfaction surveys will measure how well information provided met the patrons' needs. Compare responses of geographically isolated patrons with those of other patrons. Member libraries will monitor	\$20,144

49-99 (cont'd)	access		use of non-English language materials and ask for assistance as needed.	
INLAND	Geographically isolated; Institutionalized; Disabled; Children	System staff will: 1) answer questions submitted by members of the underserved groups identified using resources of the Riverside Public Library, UCR, and other ILS & SIRCULS libraries, and on-line resources and referrals; 2) support and provide materials for a coordinated children's summer reading program; and 3) coordinate purchases of incentives and other items useful to library staff to obtain the lowest possible price.	Collect patron and staff evaluations of the Reference Center on a sampling basis.	\$35,000
MCLS	Limited/non-English Speaking Children	<p>MCLS will make necessary referrals to recent System publications, <i>Directory of Multi-Language Vendors</i> and <i>MCLS Director of Language Fluency/Collection</i>, as well as update/revise as needed in order to provide more effective reference service to the limited and non-English speaking population in the service area.</p> <p>The MCLS Reference Center will provide access to the resources of the International Languages Department collection of LAPL, as well as any relevant multilingual library finding tools, bibliographies, flyers, etc. that are produced by the International Languages staff at LAPL.</p> <p>The MCLS 24/7 Reference Service has a Spanish-language version of the Web-based Ask a Librarian service. Bilingual librarians will handle questions both in real-time and via email from library patrons from Los Angeles and Orange Counties who wish to ask questions in Spanish.</p> <p>The 2003 Reading Program theme is “ It's a Jungle Out There...Swing Into Your Library.” MCLS will be cooperating with Inland, SLS, and South State systems on the theme. Working with the MCLS Children's Services Committee, the Reading Program Subcommittee, and committees from the other two Systems, MCLS will assist in the coordination of the Reading Program. MCLS will assume responsibility for coordination of communication, location of the Kickoff program, information packets, systemwide publicity, fiscal management, ordering and distribution of materials.</p> <p>One workshop of relevance to the needs of Children's staff at member libraries will be coordinated by MCLS staff and the Children's Services Committee.</p> <p>MCLS Reference Staff will continue to promote use of Reference Center by Children's Services Staff. The <u>Reference Hotline</u> will periodically feature articles relevant to the needs of Children's Services librarians in the System.</p> <p>MCLS will continue to publish updated information for the <i>Southern California Program Resource List</i>, designed to assist in the location of suitable children's</p>	<p>Publications and other services provided by the Reference Center will be surveyed periodically by member libraries using random sampling techniques.</p> <p>Gather statistics at the local & system levels which measure the number of children served by System-sponsored cooperative efforts & by the number of Children's Services librarians attending System-sponsored programs. Use formal evaluations of participants at Children's Services workshops & the Reading Program Kickoff program.</p> <p>Use of MCLS Reference Center by Children's Services staff will be informally evaluated by number of children's/school assignment-related questions</p>	\$40,503

MCLS (cont'd)	Young Adults	<p>programming activities. Representatives from the Reference Center will address at least one meeting of the MCLS Children's Services Committee to explain the services of the Reference Center, and its benefits to reference staffs in Children's Services.</p> <p>MCLS Reference Center will continue to promote use of the Reference Center by Youth Services staff. The <u>Reference Hotline</u> will periodically feature articles relevant to the needs of Youth Services Librarians in the System. MCLS will coordinate at least one workshop/information exchange in conjunction with the MCLS Young Adult Services Committee designed to further the professional skills of staff involved in service to young adults. A young adult component of the Summer Reading Program will be continued in 2003. The theme is "Get Wild...Read." The MCLS 24/7 Reference service added a link to Tutor.com to better serve young adults who need help with homework.</p>	<p>submitted to Reference Center.</p> <p>Gather statistics at the local & system levels which measure the number of young adults served & by System-sponsored cooperative efforts & by the number of Youth Services librarians attending programs. Formal evaluations by all participants at Youth Services workshops.</p>	
MOBAC	Geographically isolated; Disabled or physically challenged	The MOBAC Reference Committee will update the survey, which lists all types of technology, including information about equipment which is wheelchair accessible and whether the equipment includes capabilities such as screen magnification, Kurzweil or Text to Speech, voice recognition, and Braille Keyboard. They will indicate which types of technology their own library owns that are available to the public. The list of publicly available equipment is available on the MOBAC intranet. The Reference Committee will investigate working with youth librarians to get information about the regional catalog out to schools in the remote areas in the MOBAC service area.	There will be an informal evaluation of the use of the survey of publicly available technology, including anecdotal instances where equipment is requested. Use of the MOBAC Regional Catalog will be monitored.	\$1,500
MVLS	Geographically-isolated; Residents without computer access	Two full-time reference librarians and 3/5 library technicians will use resources of Sacramento Public Library, CSUS Library, California State Library, MVLS Regional Catalog, RLIN, DIALOG, LAPL FirstSource, OCLC, and the Internet to answer 90% of all reference questions from geographically isolated patrons. Answers will be provided in 10 working days for 70% of the questions from underserved patrons.	Use user satisfaction survey to determine the number of questions referred/answered/unanswered and response time.	\$23,500

NORTH BAY	<p>Ethnic minorities: Latinos/Hispanics, Native Americans, Asian Americans, and African-Americans</p> <p>Children</p> <p>Disabled</p> <p>Geographically-isolated</p>	<p>NBCLS staff will: 1) continue to share collection development information and discuss appropriate topics related to the North Bay's ethnic communities with both the reference and children's services committees; 2) include items of interest on ethnic minorities on the reference and children's Listserv's and the NBC Web page; and 3) support and organize a purchasing project of Spanish language materials by sending one person to the Guadalajara Book Fair.</p> <p>NBCLS will continue to support and organize a purchasing project of Spanish Language materials by sending a candidate to the Guadalajara Book Fair.</p> <p>NBCLS children's staffs will: 1) continue to explore shared program ideas for summer reading programs; 2) meet two or three times per year to share ideas on programming, collection development and children's and youth services management; 3) use the NBCLS Web page and children's listserv to discuss resources and share ideas related to serving children; and 4) hold workshops or round table discussions as part of the children's services committee meetings.</p> <p>NBCLS libraries will share collection information on resource materials to serve the disabled and their caregivers.</p> <p>Questions received from geographically isolated areas of NBC service area will be answered at the NBCLS Reference Center or other outside sources such as Virtual Reference Centers, FirstSource at LAPL or contracted sources such as Pat Guy in Washington.</p>	<p>Keep workshop attendance & evaluations; keep statistics for attendance at committee meetings. Keep an account of publications distribution for bibliographies, newsletters, updates, etc. Survey patrons & librarians for reference questions answered for the geographically isolated.</p>	\$10,000
NORTH STATE	<p>People with Disabilities</p>	<p>NSCLS will provide member libraries with a list of resources and tips, sponsor a training workshop, distribute 100 "Welcome to Your Library" pamphlets to each member library, publicize Virtual Reference to at least one targeted group, enhance understanding through articles in the regional newsletter and/or use of training videos, and investigate & distribute information on adaptive technology to the 21 public and academic NSCLS members.</p> <p>NSCLS will collect & publish a resource list and publish tips on serving individuals with disabilities in at least two issues of the regional newsletter and assist member libraries in using the "Welcome to Your Library" pamphlet.</p>	<p>The Reference/ILL/Underserved Committee will survey staff to assess staff learning & awareness. Statistics on numbers of member libraries' staff being trained will be kept. Results of the staff survey will be shared with the members & the affiliate libraries, the Advisory Board, and the Council of Librarians.</p>	\$850
PLS	<p>Speakers of limited English or English as a second language whose primary language is Spanish, Chinese and Russian</p>	<p>The Multicultural Committee will select videos for the target population.</p> <p>"How To Reach The Lawmakers" a locally produced list of key government officials will be updated to reflect current appointments & a translation into Spanish will be updated. Copies of the brochure will be available through member libraries and also posted on PLS Web site.</p> <p>The PLS/SVLS Multicultural Committee will continue to publicize the use of</p>	<p>Gather circulation statistics for the non-English language videos & compare them to similar topical videos in English. Monitor the rate of distribution of the "How To Reach The Lawmakers" brochure. Review circulation statistics for the non-</p>	\$2,500

PLS (cont'd)		<p>the multilingual brochures "Public Libraries Are For You" in Chinese, English, Farsi, Japanese, Korean, Russian, Spanish, Tagalog and Vietnamese, and will have it posted on both systems' Web sites.</p> <p>Spanish-speaking librarians will provide the Spanish-language assistance through the statewide virtual reference service, 24-7/QandACafe.</p> <p>The multicultural committee will be responsible for the selection of the collections of non-English language material. Two committee members will attend the International Book Fair in Guadalajara.</p>	English language collections to determine whether the small, basic collections need to be expanded using either additional system or local funds. A User Satisfaction Survey will be sent to the users of the Spanish-language interface of the virtual reference service to be completed after each interchange. Use of the links provided on the system Web page will be monitored via statistical reports.	
SJVLS	Geographically-isolated -- including citizens who fall into more than 1 category of underserved: 21% economically disadvantaged, 16% limited English /Non-English speaking, 20% functionally illiterate	Questions referred from geographically isolated areas will be answered at the same level of service as those in urban areas. Telephone calling cards will be provided to better serve the needs of the isolated. The geographically isolated will have access to system staff, the collections of the Fresno metropolitan area & other large collections in the county. The needs of non-English speaking will be met by using foreign language materials in special collections in Fresno, other system libraries, other state collections & the State Library.	Patron evaluation forms will be sent with each question answered asking if patron's needs were met. Maintain statistical records of time spent on questions. System Reference Committee will monitor the service & the benefits, & advise & make recommendations to the Administrative Council.	\$57,046
SANTIAGO	Limited & non-English speaking Children & Youth	<p>SLS reference services will provide materials to questions in appropriate languages & reading levels through a reference contract with MCLS. SLS will hold a "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use.</p> <p>The Children's Services Committee will: 1) conduct one staff training workshop on services to children, 2) meet at least 6 times to discuss services to children and share ideas; and 3) work with the other systems in Southern California to develop a theme & slogan for the 2004 Children's Reading Program to provide consistent, systemwide encouragement of reading-related activities. The support of local vendors or other public/private partnerships will be utilized in developing the program, and 4) partner with a local vendor on implementing a winter reading program.</p>	Via contract with MCLS, provide statistical information on non-English language requests. Provide workshop participants evaluation forms. System staff will prepare a written summary report on the workshop. Provide verbal evaluation of the "Performers' Showcase" & report observations and/or recommendations in the monthly minutes. Verbal comments from children & parents about the 2003 Children's Reading Program will be noted in the minutes of the Children's Services Committee meetings.	\$17,234
SERRA	Geographically-isolated in rural areas, in and near the	Present one session of the CORE Basic Tools Workshop at an Imperial Valley location. Serra staff will work with the Serra Reference Committee, the Desert	Keep statistics on reference referrals and interlibrary loan	\$49,600

SERRA (con'd)	Imperial Valley	Valley Library/Media Association & Imperial County libraries to develop, present & promote these services. Serra will use local funds to provide centralized ILL service. Communication with rural libraries should be faster with Serra publications and the newsletter in electronic format.	requests from rural libraries, & on attendance at training sessions and other programs. Compile evaluations from participants at Serra sponsored activities.	
SILICON VALLEY	"Emerging Majority" Ethnic Groups	<p>The System will: 1) promote the use of non-English system brochures to underserved client groups in each member local library; 2) update the Spanish-language version of the brochure listing federal, state and county lawmakers who represent Santa Clara County; and 3) update the "Language Resource List" and incorporate it into the Staff Directory which lists the non-English languages spoken by member library staff. The Multicultural Committee from member libraries will participate in an ethnic community festival.</p> <p>SVLS member libraries will be able to offer patrons the ability to pose their questions in Spanish, be connected to a Spanish-speaking librarian and receive the answer in Spanish through SVLS's participation in the statewide virtual reference service.</p>	Query library staff members about the usefulness of the training materials & suggestions for additional materials. Evaluate System brochures after their use in the libraries. Send a User Satisfaction Survey to the users of the Spanish-language interface of the virtual reference service.	\$1,500
SOUTH STATE	All underserved groups	The MCLS Executive Director, the Steering Committee, Reference librarians, and other appropriate staff members will work together to plan workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) on youth services.	Use written evaluations by workshop attendees.	\$2,500

Compilation of 2003/04 System Reference Program Plans of Service
Interlibrary Reference Component

System	Service Delivery Method	Evaluation Method
BALIS	BALIS shares a reference center with PLS/SVLS. In August, the Reference Center with its host library moved to the new Martin Luther King Library, a joint facility shared by San Jose Public Library and the San Jose State University Library. Other sources used include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University libraries, and the connection with LAPL and the FirstSource project.	Use tallies, evaluations, surveys, and interviews to determine the degree of use and what difference the service has made to those for whom it is intended. Document the subject nature of referred questions.
BLACK GOLD	Local library staff receives questions and forwards those it cannot answer locally to North Bay that has agreed to answer questions from Black Gold member libraries for a fee. The local library staff member cites the sources already checked at the local level. Staff at North Bay completes the question and sends the answer back to the patron via the local library. All questions are logged and tracked; questions are grouped by subject; inquiries are prioritized by deadline, if given. Research sources include information files, collection of the host public library, FirstSource and online databases, computer databases and Internet access, experts in the field, and collections of area libraries.	Users of second-level reference are surveyed regarding completeness of answers and satisfaction with the service. The Administrative Council reviews the reference service provided by Black Gold. Monthly reports and an annual compilation of statistics are analyzed.
49-99	Questions will be referred to 49-99 Reference Center via delivery, fax, e-mail and telephone; and answers relayed to patrons. The Reference Center, staffed by a professional reference librarian and an office assistant, will use collections in Stockton--the public, academic, & special libraries--as well as online sources and services of LAPL FirstSource to answer questions referred from member libraries.	Survey a sample of patrons on how well information met their needs. Maintain other data as appropriate.
INLAND	System staff will provide reference service to System member libraries and to non-public members of the Tierra del Sol Regional Library Network. Staff will use the collections at the Riverside Public Library, the University of California at Riverside, and other member libraries to obtain information and materials. Use online resources & direct telephone contact. The Reference Center will be available through direct telephone contact using two 800-telephone numbers, one for voice & one for fax communications, electronic mail and via a form on the Tierra del Sol Regional Library Network Web site. Refer questions to outside agencies when appropriate. An office is maintained at UCR to facilitate use of the UCR collections.	Use library staff & patrons evaluations on a sampling basis.
MCLS	Unanswered questions at the local library level may be referred via telephone, fax, e-mail, webform on the MCLS Web page, or MCLS delivery to the Reference Center, located at LAPL Central. Staff regularly access materials at UCLA, thus giving access to their 18 libraries & vast resources. Reference Staff will continue to utilize certain special collections of member libraries such as the Glendale-Brand & Long Beach Public Libraries. Special libraries & outside sources are also regularly consulted. Through the 24/7 Reference Project, member libraries have access to art librarians at the Smithsonian Museum of American Art, education experts at the AskERIC clearinghouse located in Syracuse, NY, and the public law libraries of California. The Reference Center provides access to over 300 online databases through DIALOG, OCLC, ORION, MELVYL, the LAPL databases, and the Internet.	System Reference Librarians routinely call local librarians to follow up on particular reference questions to verify satisfaction & completeness of answer. The MCLS Reference/Adult Services Committee will monitor the performance of the Reference Center.

MOBAC	MOBAC will contract with BALIS/PLS/SVLS for reference services. The Reference Center with its host library moved to the new Martin Luther King Library, a joint facility shared by San Jose Public Library and the San Jose State University Library. This will provide Reference Center staff immediate access to the collections of the university library as well as the public library. Staff will use the collections of all the member libraries in all three systems and the information and vertical file collections of the combined reference center in the initial search for the correct answer. Other sources used include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University libraries, and the connection with LAPL and the FirstSource project. Staff of the System Reference Center will continue to participate as one of the pilot members of the Library of Congress' QuestionPoint project, which is used by SRC staff as a means to refer questions that are unresolved at this level to specialty libraries. Patrons' questions from MOBAC libraries will be sent to the System Reference Center for answers.	Gather information through various means, which can include tallies, evaluations, surveys, and interviews. Staff will document the subject nature of referred questions.
MVLS	Two FTE reference librarians and 3/5 library assistant will use resources of Sacramento Public Library; CSU, Sacramento Library; California State Library; MVLS Regional Library; RLIN; DIALOG; OCLC; LAPL FirstSource; and the Internet for question answering.	Use user satisfaction survey to determine number of questions referred/answered/unanswered and response time.
NORTH BAY	System staff will answer questions sent by member library staff using the area reference centers electronic resources, and electronic resources provided by the FirstSource project from LAPL. All library collections with North Bay and in other close by geographical locations will be utilized in helping to answer questions. Other library staff may assist where special skills have been identified both within North Bay and outside. Subject experts both within and outside North Bay will be consulted via phone, fax, email and specialist listservs. NBCLS will share collection development information through discussion at Reference Committee meetings. NBCLS will expand access to resources by participating in a Virtual Reference Center which includes the staffs, collections and other resources of other cooperative reference centers. This will provide a more complete and timely reference service.	Compiled and analyzed statistics on the number of questions referred, answered, not answered, response time & turnaround time, & the type of questions received, answered with local resources, & answered with outside resources. Periodic status reports of pending questions will be sent to member libraries. Members will be surveyed as needed.
NORTH STATE	NSCLS will: 1) utilize Chico State University Library collection to improve the answer ratio & to strengthen networking with academic affiliates; 2) utilize the fax and email network among the public libraries & academic affiliates to provide answers to some of the questions that cannot be answered readily with the host library resources. Enhance interlibrary reference service by using DIALOG, OCLC's First Search service and LAPL's FirstSource to search a variety of databases. After exhausting local & systemwide resources, refer questions to CLSA System Reference Centers, U.C. Cooperative Extension, Sutro Library, California State Library, & other resource centers.	NSCLS will monitor the contract & expenditures to determine fulfillment of goals & objectives for answer ratio, cost per answer, etc.; monitor reference logs at the Reference Center and member libraries to determine answer ratio, turnaround time for answers, & general performance of the reference program. Monitor user satisfaction by using periodic user satisfaction forms. Share results of monitoring the contract, logs, fax costs, & user survey results with the member & affiliate libraries, Reference/ILL/Underserved Committee, Advisory Board, Council of Librarians, & State Library.
PLS	The operation of the PLS Reference Center together with Silicon Valley (SVLS) and BALIS	Questions answered by the Reference office will be sent

PLS (cont'd)	has increased the ability of all three systems to provide the best possible service to all patrons within the system service areas. In August, the Reference Center with its host library moved to the new Martin Luther King Library, a joint facility shared by San Jose Public Library and the San Jose State University Library. Patrons submitting questions through their member libraries will benefit from this expanded collection from which Reference Center staff may draw. Staff will use the collections of all the member libraries in all three systems & the information & vertical file collections of the combined reference center in the initial search for the correct answer. Other sources used may include online databases, the Internet, telephone calls, fax transmissions & letters to organizations & government agencies, information files from other systems, Stanford University libraries & the connection with LAPL and the FirstSource project.	periodic evaluations to assess & rate the work done on their question. Use informal reviews to determine the value of reference materials purchased for members. Conduct a formal evaluation of the System Reference Center to examine the services that will assist the librarians to provide cost-effective and efficient service to the users. Staff will explore ways to build a mechanism for evaluation of second-level reference service into the software by working with the staff of the 24-7/QandAcafe project.
SJVLS	Maintain the System Reference Center at the Fresno County Library. Questions are referred from member libraries to the Reference Center via a Web-based form, fax, telephone, and e-mail. Telephone calling cards will expedite question answering. Reference Center staff will contact libraries and subject experts beyond the region when necessary to answer submitted questions. System Reference Center will use the resources of the "FirstSource" system to access databases at LAPL, the OCLC First Search Service, and the Dialog online database service. Encourage orientation visits for the staff of member libraries.	Use patron satisfaction forms based on the Statewide Reference Performance Measures Project & provide detailed statistical analyses of data gathered. The SAB will comment on the importance and benefit of the service to the community. The System Reference Committee will monitor the service and benefits and advise and make recommendations to council.
SANTIAGO	SLS will contract with MCLS for Reference service. Contract terms & monitoring provide monthly and quarterly statistical reports as well as other evaluative measures of the provider's effectiveness. Ongoing assessment is provided by System staff and the SLS Reference Committee.	Selected SLS patrons and librarians will be provided a questionnaire from MCLS's Reference Center, asking for input on the completeness, timeliness and sufficiency of answers provided. MCLS will review completed questionnaires before forwarding to SLS for Reference Committee review.
SERRA	Serra Research Center staff use the library resources at San Diego Public Library, University of California San Diego, & San Diego State University. Refer questions to the State Library and other CLSA systems as necessary. Research Center staff will use the expanded services available such as online databases, indexes, and document delivery from the FirstSource Project for statewide reference centers at LAPL. The Research Center subscribes to the OCLC online databases and also searches extensively on the Internet.	Use statistical reports and patron satisfaction questionnaire.
SILICON VALLEY	System staff will be primarily responsible for performing the activities necessary to achieve performance objectives & to coordinate efforts with local member libraries' reference staff to insure the highest possible fulfillment in the shortest amount of time, & in the most cost efficient manner. The operation of the Reference Center together with PLS and BALIS has increased the ability of the systems to provide the best possible service to all patrons within the system service areas. In August, the Reference Center and its host library moved to the new Martin Luther King Library, a joint facility shard by San Jose Public Library and the San Jose State University Library. Staff will use the collections of all the member libraries in all three systems and the information and vertical file collections of the combined reference center. Other sources include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University library, and the connection with LAPL and the FirstSource project. Staff	Gathered information through various means including tallies, evaluations, surveys, and interviews. Staff will document the subject nature of referred questions.

SILICON VALLEY (con'd)	will continue to participate as one of the pilot members of the Library of Congress' QuestionPoint project, which is used to refer questions that are unresolved at this level to specialty libraries.	
SOUTH STATE	SSCLS will contract with MCLS for interlibrary reference service. MCLS will use telecommunications, electronic databases, the Internet, and the collections of the multitype libraries in the region to provide the service. Contract terms and monitoring will provide monthly and quarterly statistical reports as well as other evaluative measures of the provider's effectiveness. Ongoing assessment will be provided by the SSCLS Steering Committee.	The MCLS Reference Center will provide monthly and quarterly statistical records on the questions asked and conduct periodic patron and librarian satisfaction surveys.

**2003/04 Workload Estimates
By Program**

System	Reference			Communications & Delivery		System Advisory Board			
	Total Questions	Training Events	Number of Staff Trained	Total Messages Transmitted	Total Items Delivered	Number of Members	Number of SAB Meetings	Other Meetings/ Events	Total Miles
BALIS	885	6	275	5,850	37,300	8	6	6	1,000
BLACK GOLD	300	10	200	381,325	775,150	6	2	5	800
49-99	500	8	100	28,500	390,000	2	2	2	1,000
INLAND	1,300	2	80	43,250	108,600	4	1	0	*
MCLS	2,125	40	911	477,800	80,000	29	2	20	3,000
MOBAC	175	4	200	3,540	128,250	8	2	2	200
MVLS	450	4	150	30,000	192,710	14	4	4	5,000
NORTH BAY	900	4	120	54,400	2,587,592	4	1	1	600
NORTH STATE	520	2	60	21,937	476,024	12	4	15	5,650
PLS	505	6	275	281,605	1,877,500	9	5	6	1,800
SJVLS	600	0	100	263,820	307,050	9	6	6	4,770
SANTIAGO	500	4	150	121,098	13,000	7	1	2	200
SERRA	1,000	4	100	26,950	152,812	10	6	10	3,000
SVLS	640	6	250	18,500	50,000	2	1	1	400
SOUTH STATE	135	4	200	4,400	1,210	2	1	0	200
TOTAL	10,535	104	3,171	1,762,975	7,177,198	126	44	80	27,620

*unknown

SYSTEM REFERENCE PROGRAM WORKLOAD HISTORY*

SYSTEM	Actual Reference Questions										Estimated Reference Questions	
	92/93	93/94	94/95	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04
BALIS	1,668	1,818	1,557	1,249	918	1,450	813	551	499	450	480	885
BLACK GOLD	1,250	1,785	1,088	913	941	1,050	632	599	490	269	300	300
49-99	839	849	798	826	813	900	605	531	418	410	500	500
INLAND	2,379	2,674	1,839	1,343	1,484	1,610	1,229	1,476	1,759	2,354	1,385	1,300
MCLS	5,505	6,202	6,005	5,003	5,372	6,925	4,152	3,226	2,947	3,169	6,000	2,125
MOBAC	925	949	994	817	660	666	318	58	106	97	110	175
MVLS	1,309	1,023	989	828	621	900	425	409	430	440	450	450
NORTH BAY	1,335	1,286	1,481	1,326	1,737	1,787	1,024	1,015	849	931	945	900
NORTH STATE	1,339	906	1,091	1,151	1,205	1,296	854	714	639	372	750	520
PLS	1,857	498	613	1,501	619	864	331	369	338	326	350	505
SJVLS	3,449	2,656	3,056	2,817	2,187	3,065	1,290	1,245	1,213	603	1,200	600
SANTIAGO	725	494	550	462	558	477	503	397	371	295	500	500
SERRA	1,833	1,568	1,598	1,477	1,297	1,400	1,282	1,248	1,020	908	950	1,000
SVLS	1,081	712	1,247	1,501	537	1,075	365	235	306	295	400	640
SOUTH STATE	272	186	260	279	203	512	133	143	157	157	165	135
TOTAL	25,766	23,606	23,166	21,493	19,152	23,977	13,956	12,216	11,542	11,076	14,485	10,535

*10 year history

Doc. 5103

SYSTEM DEMOGRAPHICS

Statistics taken from 2003/04 System Plans of Service and are Derived from a Combination of Federal, State County, and Municipal Sources.

	BALIS	BLACK GOLD	49-99	INLAND	MCLS	MOBAC	MVLS	NO. BAY	NO. STATE	PLS	SJVLS	SANTI-AGO	SERRA	SILICON VALLEY	SO. STATE	Total Population All Systems	
Total Population	3,261	1,464	1,455	3,556	6,257	465	2,187	1,484	731	714	2,173	2,192	3,087	1,719	3,869	34,614	
Underserved Population																	
Children & Youth																	
Under 5	6%	7%	8%	8%	7%	8%	7%	6%	7%	7%	8%	7%	7%	7%	8%	2488	7%
5 to 9	7%	8%	9%	9%	8%	9%	8%	7%	7%	8%	9%	8%	8%	8%	9%	2827	8%
10-14	7%	7%	9%	9%	7%	7%	8%	7%	7%	7%	9%	7%	7%	7%	8%	2624	7%
15-19	6%	8%	8%	8%	7%	7%	7%	7%	6%	6%	8%	6%	7%	6%	7%	2421	7%
Aged 65+	11%	12%	11%	11%	10%	21%	12%	13%	20%	13%	10%	10%	11%	9%	9%	3780	11%
Ethnicity																	
Black	11%	2%	4%	13%	9%	2%	7%	8%	1%	3%	5%	2%	6%	3%	10%	2555	7%
Hispanic	17%	31%	30%	38%	41%	40%	16%	18%	10%	22%	43%	25%	29%	24%	50%	11116	32%
Asian	21%	4%	7%	7%	12%	5%	10%	5%	2%	21%	5%	14%	8%	26%	11%	3859	11%
Native American	1%	1%	1%	2%	1%	.4%	2%	2%	3%	.2%	1%	1%	1%	1%	1%	425	1%
Other	67%	62%	NA	0%	.2%	53%	0%	.3%	0%	53%	4%	.3%	.5%	71%	.3%	5072	15%
Limited English Speaking	7%	27%	20%	15%	9%	11%	16%	9%	2%	NA	11%	6%	35%	7%	9%	4477	13%
Non-English Speaking	NA	*	7%	7%	5%	NA	4%	1%	0%	6%	5%	2%	2%	NA	5%	1217	3%
Functionally Illiterate	23%	8%	25%	22%	10%	33%	18%	NA	15%	19%	20%	5%	19%	19%	10%	5274	15%
Institutionalized	.2%	1%	1%	1%	1%	.2%	1%	1%	.02%	.2%	3%	1%	1%	.3%	1%	335	1%
Shut-in	NA	5%	5%	.2%	9%	NA	4%	NA	NA	NA	7%	6%	2%	NA	8%	1457	4%
Handicapped	NA	15%	20%	14%	10%	NA	20%	18%	40%	NA	19%	7%	17%	NA	14%	4261	12%
Economically Disadvantaged	9%	12%	17%	15%	18%	9%	9%	10%	18%	6%	21%	9%	13%	6%	16%	4712	14%
Geographically Isolated	NA	8%	34%	25%	0%	26%	16%	36%	54%	NA	43%	0%	4%	NA	0%	3958	11%

All #'s in Thousands

* Included with limited English speaking

NA - Data Not Available

Note: Percentages in the underserved categories do not necessarily represent 100% of the total population since the population can be represented in more than one category.